

# POSITION DESCRIPTION



**Position Title:** Community Liaison & Administration/NSP Support Officer (Lismore)  
**Work Level:** Operational  
**Reports To:** Regional Manager, Northern Rivers  
**Direct Reports:** This position does not have any employees reporting into it

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## Position Overview

This position works alongside the ACON Northern Rivers team and volunteers to support the day-to-day Front of House (FoH) operations including our Needle and Syringe Program (NSP), along with administrative support related to finance, facilities, booking and ordering systems. Additionally, this role represents ACON as Community Liaison at selective regional events and other associated duties as required.

## About ACON's Regional Services

Our Regional teams help LGBTQ+ people and people living with HIV in regional NSW take control of their health by providing a range of local services (care coordination, counselling, mental health peer work, Needle & Syringe Programs and Harm Reduction) and supporting a variety of local community groups. Regional Services is part of ACON's Community Programs division.

## Main Activities

### Administration, Reception and NSP Support:

- ✓ Provide general reception and professional front-of-house (FoH) services to all members of our communities both face-to-face and via telephone.
- ✓ Receive and manage confidential communications including referrals to ACON Northern Rivers Peer and Client Services team.
- ✓ Deliver NSP services such as basic equipment support and harm minimisation advice.
- ✓ Provide administrative support to the Northern Rivers Office and NSP Service, including:
  - Monitoring, rotating and ordering equipment and supplies,
  - Supporting room and fleet vehicle bookings,
  - Handling cash, payments and finance record keeping (e.g. sales for paid NSP equipment and bulk safe-sex items),
  - Preparing and submitting documents to the Finance and People & Culture teams,
  - Arranging quotes and scheduling building maintenance, in collaboration with the Northern Rivers Regional Manager,
  - Maintaining and reporting of statistical records for NSP and client interactions.
- ✓ Guide and support FoH volunteers.

### Community Liaison:

- ✓ Liaise with community groups and organisations to promote LGBTQ+ events/groups/activities to hang/distribute resources within our office and networks.
- ✓ Occasionally attend regional community events to support the Health Promotions Team, in-hours and an out-of-hours, to represent ACON by:
  - Preparing, setting up, staffing, and packing stalls and/or resources,
  - Providing general information about ACON's services and programs,
  - Raising community awareness of ACON's key campaigns,
  - Supporting fundraising activities and ACON's event volunteers and,

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- Referring community members to ACON's Health Promotion and/or Client Services teams as required.

## General:

- ✓ Actively participate in, and contribute to an ongoing process of supervision, team meetings, general staff meetings, quality improvement and professional development strategies.
- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.
- ✓ Maintain a professional standard of behaviour and the confidentiality of all information pertaining to clients.
- ✓ Comply with and contribute to work, health and safety policy objectives within the workplace, actively promoting a culture that prioritises healthy and safe workplaces for all.
- ✓ Perform other duties to assist with the work of the unit as requested by your supervisor (or designate).

## Selection Criteria

### Essential:

1. Strong understanding of and commitment to ACON's communities, particularly people who inject and use drugs or other substances and sex workers.
2. Experience and/or demonstrated skills in reception or office administration, including managing a busy telephone and face-to-face reception environment.
3. Excellent organisational and time management skills, with demonstrated experience providing general office, financial (e.g., credit card reconciliation, budget), records and/or stock control administrative support and sound computer literacy skills (e.g. Microsoft Office Suite programs).
4. High-level communication skills, both written and verbal, including negotiation, de-escalation and conflict resolution.
5. Demonstrated abilities to work with minimal supervision as well as part of a team.
6. An understanding of peer education and harm minimisation strategies.
7. Evidence of up-to-date recommended vaccinations to meet any Department of Health requirements for the role.

### Desirable:

1. Qualifications in adult/peer education or health promotion, or a willingness to obtain.
2. A current NSW Driver Licence.